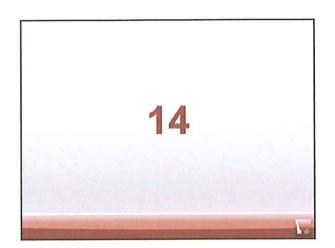
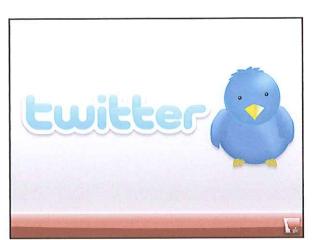
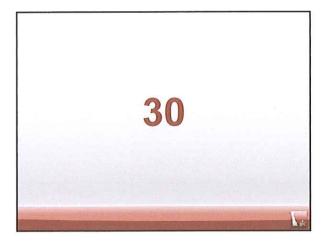
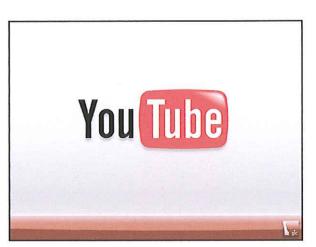


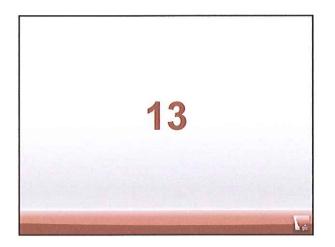
## Social Media - Internet-based communication tools - immediacy, interactivity, participation - Blogs, Video/Photo posting sites, social networks, forums, online customer support chat sites, etc.









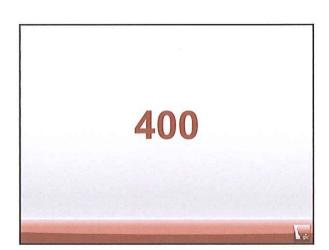




200



2nd



5

## Grandparents

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- · Social Networking service
- Accessible via the Web and some mobile devices
- New "town square" for conversations, news, and events (similar to AOL in the mid-90s)

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